

## Brightlink Learning

### CILEx Professional Skills Centre Decision Appeal Procedures

When you submit your professional skills work your tutor will mark it according to the marking scheme provided by CILEx. They will notify you of their decision but this will not necessarily be final. You should be aware that our internal verifiers will also mark your work and may vary the decision of your tutor, following this the CILEx moderator will also mark your work and again may vary any previous decisions. Brightlink will only submit your work to the CILEx external moderator, during the assessment window if it is assessed as a pass by your tutor and/ or the internal verifier.

You can be assured of the Brightlink team's experience and our wish to support learning with integrity. We hope you will never feel you need to appeal an assessment decision as we have stringent procedures in place but if you do wish to appeal please see the process below:

#### Stage 1

Notify us that you would like to appeal by contacting your tutor or any member of the Brightlink team. They will pass your appeal request and contact details to senior management.



#### Stage 2

Senior management will appoint someone to facilitate the progress of your appeal.



#### Stage 3

Your appeal facilitator will contact you, introduce themselves and ask what has happened and the basis for your appeal. They will take all the facts, investigate, if considered appropriate arrange a second marking by another assessor or internal verifier.



#### Stage 4

Your appeal facilitator will report back to you and to Brightlink senior management on their findings and recommendations.



#### Stage 5

Any steps necessary will be taken. Please also see our malpractice, relationship management, assessment and internal verification policies and procedures.